

Department of the Army  
Pamphlet 210–9

Installations

# **Laundry and Dry Cleaning Operation Procedures**

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# ***SUMMARY of CHANGE***

DA PAM 210-9

Laundry and Dry Cleaning Operation Procedures

This new Department of the Army pamphlet-

- o Describes procedures for claims processing, data collection, and data reporting to Headquarters, Department of the Army and U.S. Army Soldier and Biological Chemical Command (para 1-4).
- o Describes accounting procedures for laundry and dry cleaning operations (chap 2).

## Installations

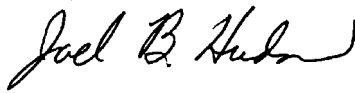
# Laundry and Dry Cleaning Operation Procedures

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By Order of the Secretary of the Army:

ERIC K. SHINSEKI  
General, United States Army  
Chief of Staff

Official:



JOEL B. HUDSON  
Administrative Assistant to the  
Secretary of the Army

**History.** This printing publishes a new Department of the Army pamphlet designed to support AR 210-130.

**Summary.** This pamphlet is designed to provide Director of Logistics personnel worldwide with procedures for operating an Army laundry and dry cleaning facility

and information for contractors to perform this service.

**Applicability.** This pamphlet applies to the Active Army; it also applies to the Army National Guard of the United States and the U. S. Army Reserve while on active duty. This pamphlet does not apply to laundry and dry cleaning activities performing specialized operations peculiar to ordnance or chemical activities.

**Proponent and exception authority.** The proponent of this pamphlet is the Deputy Chief of Staff, G4 (DCS, G-4). The DCS, G-4 has the authority to approve exceptions to this regulation that are consistent with controlling law and regulation. The DCS, G-4 may delegate approval authority, in writing, to a division within the proponent agency in the grade of colonel or the civilian equivalent.

**Suggested Improvements.** Users are invited to send comments and suggested improvements using the new electronic

version of DA Form 2028 (Recommended Changes to Publications and Black Forms). Users may also send comments and suggested improvements on DA Form 2028 directly to Director, U.S. Army Logistics Integration Agency, ATTN: LOIA-ZA, 5001 Eisenhower Avenue, Alexandria, VA 22333-0001.

**Distribution.** This publication is available in electronic media only and is intended for command levels A, B, C, D, and E for Active Army, Army National Guard of the United States, and U.S. Army Reserve.

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## Chapter 1 Introduction

### 1-1. Purpose

This pamphlet describes the procedures and responsibilities for furnishing installation laundry and dry cleaning (L&DC) services per AR 210-130. For the purpose of this pamphlet, the term Government refers to the U.S. Federal Government.

### 1-2. References

Required and related publications and prescribed and referenced forms are listed in appendix A.

### 1-3. Explanation of abbreviations and terms

Abbreviations and special terms used in this pamphlet are explained in the glossary.

### 1-4. Concept

This Department of the Army pamphlet provides detailed procedures for processing claims, data collection, and data reporting to Headquarters, Department of the Army (HQDA) and U.S. Army Soldier and Biological Chemical Command.

*a. Processing claims.* If repair or replacement cannot satisfactorily settle the claim, one or more of the following will be complied with:

(1) If the property concerned is issued by or available through Government supply sources (including clothing sales stores), the L&DC facility manager will begin action to authorize a replacement issue of the item for lost or damaged property.

(2) The facility manager will prepare six copies of DA Form 3078 (Personal Clothing Report) for the patron. When replacing part of a complete, serviceable uniform would degrade the military appearance of the customer; the facility manager may authorize replacement issue of a complete uniform. (The BDU is designated as a utility uniform, which does not require matching colors/patterns to be considered serviceable.) The DA Form 3078 will then be authenticated by the facility manager in the "Authenticated by" and "Approved by" blocks. Also, the facility manager will have the following statement typed on the reverse of the form: "The article(s) listed on this form was lost or damaged in the (*name of installation*) Army-operated L&DC facility on (*date*). Articles cannot be satisfactorily replaced from stock on hand. Replacement cost will be charged to the L&DC service account. */signed/(manager)*."

(3) After clothing sales store personnel have verified quantities issued, the patron must acknowledge receipt of the items on all copies of the DA Form 3078. Clothing sales store personnel will keep the original and one copy of the form and give one copy to the facility manager and one copy to the patron.

(4) If the property cannot be issued by or is not available through Government supply sources and cannot be issued from surplus, the facility manager will provide the claimant with a written description of the loss/damage. The claimant will be referred to the nearest Army claims office. The claims office will process the claim under AR 27-20.

(5) In contract-operated facilities, settlement of claims is the responsibility of the contractor. Requirements for claims settlement will be specifically addressed in the contract. Provisions of the Federal Acquisition Regulation and/or locally developed requirements will be clearly stated. Cost of claims settled will be borne by the contractor.

*b. Data collection.*

(1) All facilities (Government-owned, Government-operated (GOGO); Government-owned, contractor-operated (GOCO); contractor-owned, contractor-operated (COCO)) will collect the following data:

(a) Civilian pay/labor.

(b) Cost of contract.

(c) Number of pieces processed (reimbursable).

(d) Number of pieces processed (nonreimbursable).

(e) Total cost per piece.

(2) If activity-based costing or service-based costing is being used to calculate (a) (b) or (e) above, use the data to report cost to HQDA. If activity-based costing or service-based costing is not being used to calculate (a) (b) and (e) above, use the following guidelines to submit data to HQDA:

(a) Civilian pay/labor: The cost of labor relative to a contracted facility (contracting officer's representative personnel) or all employees assigned to a government-operated facility.

(b) Cost of contract: Bid price for current fiscal year.

(c) Number of pieces processed (reimbursable): Self-explanatory.

(d) Number of pieces processed (nonreimbursable): Self-explanatory.

(e) Total cost per piece: The total operating cost divided by the total number of pieces processed of L&DC.

(3) GOCO and COCO facilities. The contractor must be allowed the flexibility to accumulate data through automated procedures. Provisions of the contract will specifically state the information that is required and not the method the contractor will use to accumulate this information.

*c. Data reporting (frequency, due date, routing and authentication).* The data collected per paragraph 1–4b(1) will be consolidated into a report covering the quarters ending 31 December, 31 March, 30 June, and 30 September. The report will be sent no later than the 15th calendar day after the close of the quarter to the major command (MACOM) staff activity having jurisdiction over the operation of the Army installation L&DC facility. Additionally, the MACOM will provide a copy to the Commanding General, United States Army Soldier and Biological Chemical Command, ATTN: AMSSB–RIM–R(N), Natick, MA 01760–5052. Responsibility for authentication of the report will not be delegated below the director of logistics or equivalent office when director of industrial operations activity does not exist.

*d. Contractor Manpower Reporting Application.* Effective March 2000, contractors must provide monthly updates in accordance with the procedures outlined at the Web site (<https://contractormanpower.us.army.mil>). This requirement includes new contractors and bilaterally modified contracts for services and research and development, subject to certain exceptions. Reporting this information prevents duplication of effort when decisions are made to validate requirements and authorizations for additional in-house manpower within an organization and function. Allocating military or civilian employee manpower to perform functions already performed in whole or in part by contractors in that organization cannot be avoided in the absence of reported information on the total requirement being performed by all sources of labor, including contract.

## **Chapter 2**

### **Accounting Procedures for Laundry and Dry Cleaning**

#### **2–1. Overview**

Separate accounting, abstracting, and summarizing the workload will be done for each type and category of work processed (i.e., laundry or dry cleaning, reimbursable or nonreimbursable). Accounting procedures for payroll deduction (PRD) will be as defined in U.S. Training and Doctrine Command (TRADOC) supplement to AR 210–130.

#### **2–2. Payroll deduction procedures**

TRADOC will establish and publish procedures for processing and accounting for PRD. PRD service is only authorized for use by individuals referenced in AR 210–130, paragraph 5–1d.

#### **2–3. Accounting procedures for piece rate and cash-per-bundle (GOGO)**

*a.* The number of pieces and the value of work performed for individual piece rate (IPR) and cash-per-bundle service patrons will be entered by facility employees on DA Form 2741, Laundry List (For Piece-Rate Patrons); DA Form 4202, Laundry Sales Ticket; DA Form 3137, Abstract of Enlisted and Organizational Laundry and Dry Cleaning; DA Form 2707, Dry Cleaning List; DA Form 4203, Dry Cleaning Ticket; or DA Form 2886, Laundry List for Military Personnel (whichever accompanies items received for processing).

*b.* Patrons will pay for processed IPR work in cash or by check when they receive their bundles. Cash-per-bundle is paid for in advance. Cash received will be recorded in a cash register. Only personal checks in amounts not to exceed laundry or dry cleaning charges and instruments made payable to the Treasurer of the United States will be accepted.

*c.* When bundles are delivered, the clerk at the delivery counter will accept the patron's payment; the clerk will then remove the original copy of the DA form and will return the third (customer's) copy with the patron's bundle.

#### **2–4. Accounting for deposit of collections**

Laundry and dry cleaning facility managers should deposit monies collected from the sale of laundry and dry cleaning service with the Finance and Accounting Office (FAO) and will keep records of these deposits. All monies, except those authorized for retention in charge funds, will be deposited daily or at least weekly.

#### **2–5. Reconciliation of money accounts (piece rate)**

At the end of each inventory period, the laundry and dry cleaning facility manager will reconcile the money value of laundry and dry cleaning service furnished to paying patrons during the preceding period with the sum of money deposited with the FAO.

## **Appendix A References**

### **Section I Required Publications**

#### **AR 210–130**

Laundry and Dry Cleaning Operations (Cited in paras 1–1, 2–1, and 2–2.)

### **Section II Related Publications**

A related publication is a source of additional information. The user does not have to read it to understand this publication.

#### **AR 11–2**

Management Controls

#### **AR 27–20**

Claims

#### **AR 40–2**

Army Medical Treatment Facilities: General Administration

#### **AR 40–61**

Medical Logistics Policies and Procedures

#### **AR 71–32**

Force Development and Documentation–Consolidated Policies

#### **AR 420–49**

Utility Services

#### **AR 700–84**

Issue and Sale of Personal Clothing

#### **AR 710–2**

Inventory Management Supply Policy Below the Wholesale Level

#### **AR 725–50**

Requisition, Receipt and Issue System

#### **AR 735–5**

Policy and Procedures for Property Accountability

#### **DOD 4160.21M**

Defense Reutilization and Marketing Manual

#### **OMB Circular A–76**

Performance of Commercial Activities. This publication may be obtained from the Office of Management and Budget, Executive Office Building, 17th Street and Pennsylvania Avenue NW, Washington, DC 20503.

#### **FAR**

Federal Acquisition Regulation. This regulation is available at Web site [www.arnet.gov](http://www.arnet.gov)

### **Section III Prescribed Forms**

This section contains no entries.



## **Section IV**

### **Referenced Forms**

The following forms are available on the Army electronic library CD-ROM (EM 0001) and the USAPA Web site ([www.usapa.army.mil](http://www.usapa.army.mil)) unless otherwise stated.

#### **DA Form 2028**

Recommended Changes to Publications and Blank Forms

#### **DA Form 2707**

Dry Cleaning List (Available through normal publication channels and on the USAPA Website ([www.usapa.army.mil](http://www.usapa.army.mil)).)

#### **DA Form 2741**

Laundry List (For Piece-Rate Patrons)

#### **DA Form 2886**

Laundry List for Military Personnel

#### **DA Form 3078**

Personal Clothing Report

#### **DA Form 3137**

Abstract of Enlisted and Organizational Laundry and Dry Cleaning

#### **DA Form 4202**

Laundry Sales Ticket (Available through normal publications channels.)

#### **DA Form 4203**

Dry Cleaning Ticket (Available through normal publication channels.)

## **Glossary**

### **Section I Abbreviations**

#### **BDU**

battle dress uniform

#### **COCO**

contractor-owned, contractor-operated

#### **DCS, G-4**

Deputy Chief of Staff, G4

#### **FAO**

Finance and Accounting Office

#### **GOCO**

Government-owned, contractor-operated

#### **GOGO**

Government-owned, Government-operated

#### **HQDA**

Headquarters, Department of the Army

#### **IPR**

individual piece rate

#### **L&DC**

laundry and dry cleaning

#### **MACOM**

major command

#### **PDR**

payroll deduction

#### **TRADOC**

U.S. Army Training and Doctrine Command

### **Section II**

#### **Terms**

This section contains no entries.

### **Section III**

#### **Special Abbreviations and Terms**

This section contains no entries.

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